Position Description - Final

PD #:   Replaces PD #:
Sequence #:
                        IT Specialist (INTERNET)

                              GS-2210-12

Installation: Major Command:
                                                               Region:

Citation 1: OPM, JFPCS Administrative Work in the Information Technology Group, GS-2200,
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PD Library PD:
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FLSA: Drug Test Required: CIPMS PD:
Career Program: Financial Disclosure Required: Acquisition Position:
Functional Code: Requires Access to Firearms: Interdisciplinary:
Competitive Area: Position Sensitivity: Target Grade/FPL:
Competitive Level: Emergency Essential: Career Ladder PD:

PD Status:

                              MAJOR DUTIES

Summary: Serves as the Technical expert within the District responsible for technical planning, design, development, testing, implementation, and management of Internet, intranet, and extranet activities including systems/applications development and technical management of web sites. Provides services that permit the publication and transmission of information to internal and external audiences. Work requires determining overall technical design and structure of internet services; monitoring functionality, information assurance, security, and integrity of internet services; troubleshooting, resolving technical problems with the design and delivery of internet services; collecting and analyzing internet service usage and performance statistics; evaluating new internet services and technologies; and providing technical advice to internet content providers. In this capacity, performs the following duties:

1. Plans, coordinates and accomplishes studies to identify and determine District internet administrative and technical requirements and specifications, equipment and facilities necessary to develop, modify, and implement internet services, sites, etc., which effectively support the District. Takes action to design, develop, implement, monitor, and maintain Internet

activities/services to support District customer needs. Continuously coordinates studies and plans with District managers as well as administrative and technical personnel. Develops strategies to accommodate managers' needs, prepares drafts for their review by the using organization (s), and incorporates their review comments and concerns. Prepares study summaries for comparison of alternatives pertinent to the economic justification of costs, time, and equipment usage, and generates complex queries and reports. Develops recommendations concerning major project ramifications and to offset adverse impacts. Develops work plans, program logic, special instructions, and detailed flow charts covering processes and internet needs. Monitor program development and tests and debugs programs upon completion.

2. Designs and develops dynamic and static web interfaces using available technology such as HTML, Visual Basic, JAVA, JavaScript, VB Script, etc. Troubleshoots and resolves technical problems with the design and delivery of Internet services, and evaluates new internet services and technologies. Leads and/or participates extensively with other staff members tuning data structures to support information and decision systems in addition to testing, evaluating, and implementing new web-based applications.

3. Administers intranet and Internet web servers ensuring functionality, installing software updates and maintaining server logs. Provides server access to page masters by maintaining user accounts and file permissions. Takes measurements of Internet and intranet activity and technical testing of web servers and capabilities. Ensures the rigorous application of information security/information assurance policies, principles, and practices in the delivery of Internet services. Ensures security standards are met, applies security patches as necessary. Anticipates problem areas, researches trends in system needs, determines when new or additional hardware/software is required. Responsible for ensuring timely customer service and support in order to minimize downtime.

4. Consults one-on-one with Internet and intranet customers and senior managers to evaluate user requirements and advises on design capabilities and maintenance responsibilities. Studies customer requirements, translating them into web design steps, web page formats, and file and directory structures. Determines how web pages should be organized and the procedures to organize and obtain required information. Works with other Information Management Organization (IMO) areas for web page graphical design. Interfaces with Internet Advisory Group on a regular basis to review and recommend changes to current policies and regulations.

5. Coordinates with specialists and managers at higher U.S. Army Corps of Engineers (USACE) levels to obtain information to interface with systems at those levels to facilitate the acquisition and exchange of Internet information. Serves as the District representative at District and Division meetings and seminars designed to arrive at solutions to mutual Internet problems encountered and to provide knowledge and information concerning state-of-the-art techniques, software, and hardware.

6. Develops local District guidelines, standard operating procedures (SOPs), bulletins and flyers

concerning the operation/use of District Internet sites, services, and activities. Frequently analyzes problematic provisions or guidance governing standard operating systems and provides assistance and advisory services to any and all District users concerning the resolution of problem areas and the policies, regulations, and provisions of systems. Provides interpretations of higher authority regulations and guidance concerning internet activities/service and coordinates with higher level USACE levels concerning the resolution of problem areas encountered.

7. Assigns studies or portions of studies and program development to lower grade specialist and/or analysts hired under contract. Technically reviews completed work projects and provides technical assistance and guidance as required. May be required to manage contracts with private computer firms concerning Internet studies. In this capacity, prepares scopes of work and cost estimates for the work to be contracted; ensures that the contractors' progress complies with contract terms; certifies work accomplishment, reviews and approves requests for payments; ensures compliance with the terms and provisions of contracts and compliance with specifications; recommends approval or disapproval of completed contractor work; and takes necessary action to resolve problematic issues. Within the District's IT policy and planning function, incumbent accomplishes technical, analytical and advisory functions pertinent to the development of local policies, plans, and processes, and ensures that the District's IT program is in compliance with higher authority, policies, and guidelines.

Performs other duties as assigned.

FACTOR 1. Knowledge Required by the Position   FL 1-7   1250 Points

Knowledge of and skill in applying IT concepts, principles, methods, and practices along with current programming/scripting languages, internet technologies and protocols in order to analyze the internet potential of systems, networks, and data; new and emerging information technologies and/or industry trends; and the District's IT infrastructure for creating internet applications that enhance user-developed content; meeting business and technical requirements; providing internet services that optimize customer experience; and creating web pages.

Knowledge of and skill in applications system design and Application Programming Interfaces (API) for web-based interfacing. Knowledge of standardized administrative practices and procedures to work with senior staff during data gathering phases of assignments. Knowledge of standard internet protocols (Transmission Control Protocol/Internet Protocol - TCP/IP); Security Sockets Layer (SSL) and encryption; IT systems and a wide range of computer techniques, requirements, methods, and procedures including familiarity with the approaches of the District, other districts within the Corps, other Government agencies, and the private sector. Such knowledge is necessary to better analyze, evaluate, and make recommendations on major aspects of the District's web server environment.

Knowledge of and skill in using information technology resources and infrastructure including automated systems, equipment and software, system technology, provisions and requirements of

a variety of standardized administrative and technical systems to serve as a technical specialist within the District concerning the application, implementation, and maintenance of the District's Internet services/activities, etc.

Knowledge of the organizational structures, functions, work processes/programs of District organizations, as well as a high degree of analytical ability to gather, assemble, and analyze facts, draw conclusions, and devise solutions to problems which will increase the effectiveness of the District business process. Knowledge of cost benefit analysis to analyze and study current and desired systems and recommend the most cost-effective systems for local application. Knowledge of and experience in the use of oral and written communication methods and techniques to accomplish continuing coordination with District customers.

FACTOR 2. Supervisory Controls   FL 2-4   450 Points

The supervisor assigns functional responsibilities, outlines overall objectives to be achieved, and the resources available for use. Assignments may come directly from the user/customer or from the supervisor. The incumbent has continuing responsibility for assignments pertaining to the District Internet activities. Consults with the supervisor on matters pertaining to time frames, scopes of assignments, stages in the study or application process and possible approaches on controversial or problematic situations. Independently applies and interprets guidelines and regulations and plans, designs, and organizes projects associated with assignments. There is a continuing requirement for coordination (users and other impacted IT specialists) and the incumbent independently plans and carries out the necessary coordination including that involving lower-level IT specialists and/or efforts of contractually employed persons. The incumbent represents the highest level of expertise within the District concerning Internet matters and independently provides advice and guidance within the District and resolves problem matters. Completed work is typically accepted without technical change but is reviewed for effectiveness in meeting user requirements, conformance with policy, accomplishment within acceptable time frames, and customer satisfaction.

FACTOR 3. Guidelines   FL 3-4   450 Points

Guidelines include agency regulations, manuals, and policies which provide overall goals and define limitations and overall objectives; USACE regulations, policies and procedures concerning Internet activities and all automated systems used in USACE; District regulations and guidelines; and a variety of manufacturers' manuals and handbooks pertaining to the wide range of hardware and software in use in the District. Guides are broad and frequently require interpretations and deviation from previously used methods. On a regular basis the incumbent must use ingenuity in adapting existing methods and developing new methods and approaches to resolve user problems and requirements within the provisions of policies and regulations. The incumbent must interpret higher authority guidelines, considering the intricacies and problems encountered in accommodating District data needs, and develop local guides, SOP's, bulletins and fact sheets for distribution and use within the District in performing Internet operation and maintenance. The incumbent must apply judgment to anticipate problems, research trends in

state-of-the-art technology, and develop special coding to satisfy requirements.

FACTOR 4. Complexity   FL 4-5   325 Points

Assignments involve the accomplishment of complete system studies requiring in-depth analysis of a myriad of complex Internet, intranet, and extranet factors and many different and unrelated processes and methods. Additionally, work includes the responsibility for serving as the District technical expert concerning Internet needs and problem resolution. Work is made complex by continuing changes in District business requirements and the rapidly changing IT environment. The incumbent must remain updated on changing Internet technology and continuously evaluate changing future organizational data needs. The incumbent must develop new Internet strategies, methods and techniques for accommodation of customer needs and for application to resolve incompatibilities between organizational needs and ways of doing business and automated system requirements. Projects require the consideration of numerous USACE-wide standard systems and hardware platforms requiring the use of a variety of techniques and methods to design and evaluate alternatives to best fit District requirements.

FACTOR 5. Scope and Effect   FL 5-4   225 Points

The work involves serving as the technical expert within the District concerning Internet needs, plans, situations and problems. The work involves troubleshooting, developing and refining internet services (e.g., web sites, list servers, etc.) and consulting with program specialists in developing new services and/or enhancing existing services that expand current information dissemination capabilities. The work also involves planning, coordinating, and conducting/directing in-depth studies of District internet needs, services/activities, and developing strategies and plans to satisfy those needs leading to the implementation of new/enhanced internet systems/sites, etc.

The work facilitates the efficient delivery of program information and exchange of information between clients and organizations (e.g., within the District, with other districts, USACE, other agencies, and the private sector).

FACTOR 6. PERSONAL CONTACTS

                                                        Fl 6-3 & 7-C   180 Points
FACTOR 7. PURPOSE OF CONTACTS

Contacts are with IM Managers and Specialists within the employing District organizations; technical specialists in similar specialities in other Districts; managers and technical experts/specialists in the Division HQ offices; with HQ USACE specialists and functional proponents of major Corps corporate systems, and IT experts; and occasional contacts with IT experts at the DA level and other Federal agencies. Contacts regularly include meeting with

contractors, equipment manufacturer's representatives, providers of services (e.g., software) related to technological developments applicable to the project, and members of USACE technical committees. Contacts typically take place in moderately unstructured settings. Level 3.

The purpose of the contact is to plan, coordinate, or advise on work efforts, to exchange information, determine internet requirements, coordinate study work processes and problem resolution matters, plan study processes, and provide progress reports. Additionally, contacts are to influence others to utilize methods and procedures developed or sell them on the use of system techniques, planned action, or resolve inequities and incompatible situations involved with the system(s). Contacts with HQ USACE are to coordinate the use of standard USACE-wide systems and obtain and provide information concerning the use of the systems. Level C

FACTOR 8. Physical Demands   FL 8-1   5 Points

The work is primarily sedentary, with slight physical effort being required.

FACTOR 9. Work Environment   FL 9-1   5 Points

Work is performed in an office setting with the normal risks involved and standard safety precautions being taken.

Total Points: 2890 (GS-12)
GS-12 range is 2755 - 3150